GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:3154
ANSWERED ON:03.08.2017
Serving of Meals in Flights
Ahmed Shri Sultan ;Patole Shri Nanabhau Falgunrao

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Air India is unable to serve without mixing up non-veg. and veg. meals to its passengers, if so, the details thereof;

(b) the number of complaints received by Air India during the last three years regarding mixing up of meals quality of food served in flights and poor catering services and the action taken on each such complaint;

(c) whether Air India has stopped serving non-veg. meal to its economy class passengers and if so, the reasons therefor;

(d) whether the Government has issued any directive to Air India in this regard, if so, the details thereof;

(e) the quantity of food wasted during the last three years in Air India catering services; and

(f) the steps taken by Air India to improve catering services in domestic and international flights?

Answer

The Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a): No, Madam.;

(b): The number of complaints during the last three years are as follows:

Year ; Mixing of Meals Quality of Food &
Poor Catering Services
2014 1 44
2015 1 28
2016 1 47
As per the contractual terms with the caterer, suitable action has been taken on such complaints.;
(c): Yes, Madam. To save costs, reduce wastage, improve service and also avoid any chances of mix up of meals, AI has stopped serving non-veg. meal to its economy class passengers.;

(d): No, Madam.;

(e): The food is supplied on board as per number of passengers on flight. As per the passengers" feedback through cabin crew, wastage occur when passengers do not partake the food. Air India does not maintain any record for the food wasted on account of non-consumption of food by passengers.;

(f): The following steps have been taken by Air India to improve its catering services:

1. Introduced new improved menu;
2. Doing away with food items not preferred by passengers.
3. Training of Chefs at International Stations on Indian Cuisine.
4. Taking up passenger and crew feedback with the caterers very aggressively.
5. Monitoring the quality / presentation of meal service closely and making surprise visits to caterer very often.

6. Immediate follow up deficiency of service noticed with the caterer, for rectifications.